# ABSTRACT

"A performance management system"

5    A performance management system (1) has a database (9) with KPI (10), Results & Ratings (11), and configuration date (12) tables. Configuration functions (8) configure the system to the environment and information management functions perform raw data capture and processing.  The configuration functions (8) include a data dictionary function for formulation of calculation rules, and an objective wizard

10    function for configuring objectives.  Objectives are associated with individual agents by associating appraisal rating groups and data dictionary items with objectives.  The objectives are grouped into objective groups, in turn associated with individual agents.